**COUNTY OF SAN DIEGO**
**Great Government Through the General Management System – Quality, Timeliness, Value**
**DEPARTMENT OF HUMAN RESOURCES**

**CLASS SPECIFICATION**                                                      **UNCLASSIFIED**

**TECHNOLOGY MANAGER**                                          **Class No. 000994**

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### ■ CLASSIFICATION PURPOSE

To perform Information Technology (IT) review, recommend policy, and facilitate strategic and operational planning to ensure the compliance of vendors and departments with the county's IT programs, directives, and standards; formulate and implement business process reengineering (BPR) efforts in County groups and departments; provide performance monitoring of IT operations, applications, security procedures and projects; and perform related work as required.

### ■ DISTINGUISHING CHARACTERISTICS

Technology Manager is in the Unclassified Service and is allocated only to the County Technology Office.  Under administrative direction, incumbents in this class report directly to the Chief Technology Officer (CTO) and serve as the technical, application, security, and contract management resource specialists for the CTO, County departments, and groups/agency.  Incumbents in this class are required to set policies and review IT issues, applications, security, and operations for assigned departments and must have Information Technology expertise, which includes but is not limited to telecommunications, wide area networks (WAN), local area networks (LAN), desktops, data centers, end-user support, security, applications, image processing, and web-site security/management.

### ■ FUNCTIONS

**The examples of functions listed in the class specification are representative but not necessarily exhaustive or descriptive of any one position in the class.  Management is not precluded from assigning other related functions not listed herein if such duties are a logical assignment for the position.**

ADMINISTRATIVE

Essential Functions:

1.      Formulates and administers County-wide Information Technology policy within assigned applications.

2.      Facilitates strategic and operational planning.

3.      Provides project oversight.

4.      Monitors service provider performance.

5.      Facilitates business process reengineering (BPR) activities and identifies potential BPR opportunities.

6.      Facilitates the provider's development of business justifications and analyses.

7.      Measures effectiveness and/or improvement of IT within County departments.

8.      Conducts detailed reviews of major IT projects on a periodic basis.

9.      Enforces minimal acceptable standard levels (MASL's) and volume as outlined in the contract.

10.      Negotiates, reviews, and approves major change orders with prime vendor.

11.      Reviews MASL's and reports corrective action plans for vendor.

12.      Reviews volume of work for assigned area.

13.      Assists the CTO in monitoring technology expenditures and inventory, and assists with auditing post-BPR reviews.

14.      Participates and assists in the coordination of risk assessment, migration, and business impact analysis.

TECHNICAL SUPPORT

Essential Functions:

1. Provides strategic and tactical support to the County's information and technology efforts.

2. Facilitates information and workflow between County departments.

3. Assists the CTO in monitoring and evaluating IT performance Countywide.

4. Evaluates performance of vendors and other external providers of IT services.

5. Communicates with departments to ensure the use of the appropriate set of standards and policies, as they relate to IT function policies and CAO directives.

6. Monitors department/agency strategic and tactical IT plans.

7. Advises the CTO on current technology and how it may enhance the effectiveness of County departments.

8. Assists the CTO in developing a strategic plan and policy for the future use of the County's mainframe, LAN, and WAN systems, and negotiates MASL's for new system applications.

APPLICATIONS SUPPORT

Essential Functions:

1. Reviews and approves vendor recommendations on applications technology directions, standards and product choices.

2. Conducts detailed reviews of all major IT applications implementation projects on a periodic basis.

3. Assists the CTO in monitoring applications technology expenditures and inventory.

4. Advises the CTO on current applications technology and how it may enhance effectiveness of County departments.

5. Assists the CTO in developing a strategic plan and policy for the future use of applications utilizing the County's mainframe, LAN, and WAN systems, and negotiates MASL's for new system applications.

SECURITY

Essential Functions:

1. Manages, develops, and administers Countywide information technology security policy.

2. Develops information security policies, procedures, and guidelines.

3. Provides information, security consultation, and guidance within the County.

4. Identifies IT security issues and develops solutions that utilize existing County hardware and vendor's resources.

5. Oversees and reviews major IT security projects on a periodic basis.

6. Coordinates information security risk assessments and verifies system integrity.

7. Develops information security incident response and escalation procedures.

8. Advises the CTO on current IT security trends, innovations, and compliance issues regarding security and disaster recovery administration and how it may enhance the effectiveness of County IT systems.

9. Investigates security and access violations.

10. Develops and maintains a countywide information security awareness and education program.

11. Encourages department participation in developing the information security requirements through participation in systems design and development.

12. Makes presentations to department heads regarding appropriate standards and policies relating to IT security functions.

13. Participates in task force projects as necessary to help optimize the county's information security systems.

## ■ KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

–   Computer hardware and software capabilities including LANs, WANs, telecommunications, desktops, data centers, IT security, and IT applications.
–   Principles and methods of project management for information systems and security development.
–   Information Technology industry trends and standards.
–   Modern methods and state-of-the-art technology related to Information Technology systems.
–   Principles and theory of contract administration/monitoring, and fiscal management and accounting.
–   Principles, methods, and techniques of systems security analysis and design.
–   State and federal laws, regulations, county administrative guidelines and policies applicable to Information Technology activities within the county.
–   Principles and practices of training, evaluating, and supervising technical and non-technical personnel.
–   The General Management System in principle and in practice.
–   Telephone office, and online etiquette.
–   County customer service objectives and strategies.

Skills and Abilities to:

–   Plan, organize, and direct information systems activities for a large county.
–   Develop and implement IT policies, procedures, guidelines and training programs.
–   Evaluate and establish appropriate priorities.
–   Oversee contracts and monitor performance with vendors, sales associates, and corporations.
–   Identify security breaches using problem-solving techniques or logic.
–   Develop policy and regulations for information systems security and assessment processes.
–   Establish and accomplish goals and objectives.
–   Interact with executive management on establishing security architecture, direction, and planning documents.
–   Interpret and apply county administrative policies to information security functions.
–   Develop client relations to ensure development of service-objective expectations.
–   Prepare reports and present technical presentations to executives and management.
–   Communicate clearly, concisely, and effectively, both orally and in writing.
–   Establish and maintain effective working relationships with IT service provider staff, and senior and subordinate employees.
–   Treat County employees, representatives of outside agencies and members of the public with courtesy and respect.
–   Assess the customer's immediate needs and ensure customer's receipt of needed services through personal service or referral.
–   Provide prompt, efficient and responsive service.
–   Exercise appropriate judgment in answering questions and releasing information; analyze and project consequences of decisions and/or recommendations

## ■ EDUCATION/EXPERIENCE

Education, training, and/or experience that demonstrate possession of the knowledge, skills and abilities listed above.  An example of qualifying education/experience is:  a bachelor's degree from an accredited college or university in business or public administration, computer science, Information Technology, or closely related field; AND, at least five (5) years of supervisory/management experience with responsibility and accountability for developing, monitoring, and reviewing information systems, applications and projects.

**Note:**   Additional years of directly related verifiable experience or Information Technology coursework may be substituted for the education/experience requirements on a year for year basis.

## ■ ESSENTIAL PHYSICAL CHARACTERISTICS

**The physical characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of the classification.  Reasonable accommodation may be made to enable an individual with qualified disabilities to perform the essential functions of a job, on a case-by-case basis.**

Continuous upward and downward flexion of the neck.  Frequent:  sitting, repetitive use of hands to operate computers, printers and copiers.  Occasional:  walking, standing, bending and twisting of neck, bending and twisting of waist, squatting, simple grasping, reaching above and below shoulder level, and lifting and carrying files weighing up to 10 pounds.

## ◾ SPECIAL NOTES, LICENSES, OR REQUIREMENTS

License

A valid California class C driver's license, which must be maintained throughout employment in this class, is required at time of appointment, or the ability to arrange necessary and timely transportation for field travel. Employees in this class may be required to use their own vehicle.

Certification/Registration

Listed above under education/experience.

Working Conditions

Office environment; exposure to computer screens. Site visits.

Background Investigation

Must have a reputation for honesty and trustworthiness. Misdemeanor and/or felony convictions may be disqualifying depending on type, number, severity, and recency. Prior to appointment, candidates will be subject to a background investigation.

**Persons serving in positions in the Unclassified Service do not accrue tenure and serve at the pleasure of the appointing authority (Charter of the County of San Diego Section 909.2).**

**New: July 30, 1999**
**Revised: February 14, 2001**
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